

COMMUNICATIONS ASSISTANT

Salary	£19,000 to £20,000 (full time equivalent) dependent on skills and experience
Location	Home based role, some travel will be required to our Taunton head office
Job type	Permanent, part time
Working hours	15 - 20 hrs per week, additional hours may be required
Start date	ASAP

Have experience working with social media in a commercial setting? Enjoying creating engaging content and comms? Interested in TV and the media?

If yes, then apply to join our team at TRP Research. We work with media companies across the UK and Ireland to collect information about viewing habits via weekly and daily surveys. We run several Panels that you will be working with including trpsurveys.com, surveypraeg.com, panelcyfryngau.cymru, and mediaopinionsireland.ie. This role will offer the successful applicant exposure to a variety of research recruitment and engagement techniques.

ROLE DESCRIPTION

We're looking for a Communications Assistant with experience in social media and communications. In this role proven organisational skills are a must, as are high levels of enthusiasm and drive. Central to this role is the requirement to engage with current and prospective panellists, so you must be happy to reach out to a wide variety of people, either face to face (coronavirus restrictions permitting), virtually or over the phone. Because you will need to explain how the panel works and encourage people to take part, clear and engaging written and verbal communication is essential, as is a knowledge of how to engage with people via social media. You will be part of a wider team so will have others to bounce ideas off and support you in your work.

In this role you will be:

- Calling members of the public interested in taking part in surveys to recruit them to one of our panels
- Developing innovative ways to engage with community groups and prospective panellists to drive participation
- Creating content for survey emails and related comms
- Ensuring recruitment targets are met for undersubscribed demographics
- Creating social media posts and managing the surveys' Facebook and Instagram pages
- Working with our charity partners to promote the panel and recruit new panellists
- Monitoring inboxes and responding to panellist queries
- Attending client meetings on an adhoc basis

You will be joining a large team, including others who have similar recruiter roles. The remainder of the team is based in Somerset, England, as well as Scotland and Wales. You'll have daily contact with the team and will be able to access support as and when you need it during the working day. Full training will be given, and our Development Scheme and Management process will also support you in your career at TRP Research.

SKILLS AND EXPERIENCE

We're looking for someone who:

- Has community engagement experience
- Has social media and online marketing experience
- Ideally has market research experience, particularly in telephone marketing
- Has experience using Microsoft Office Suite, especially Outlook, Excel, Powerpoint
- Ideally has knowledge of GDPR, but if not training can be given

CHARACTERISTICS

We're also looking for someone who:

- Is outgoing, engaging and enthusiastic
- Has strong people and networking skills
- Is a clear communicator in English
- Is a confident communicator on the telephone, as well as in person
- Is organised and able to work independently and within a team

WHY TRP RESEARCH?

TRP Research Ltd is an independent supplier of media measurement, reporting and analysis. We work with broadcasters, programme makers, distributors, government departments, sports organisations, industry bodies and others.



Our in-house Development Scheme will help shape your development within TRP Research and will give you a tailored path towards progression.



You will be entitled to 22.5 days of holiday plus bank holidays and your basic entitlement increases with each year of service.



On successful completion of a minimum 3-month probation period you will also be entitled to Healthcare and Travel Insurance.

HOW TO APPLY

To apply you will need to complete our application form which can be found at www.trpresearch.com/careers-ops/. We do not accept CVs.

Please send your completed application form to careers@trpresearch.com. Please note that due to Covid-19, we are currently conducting all our interviews via telephone and video calls.

Closing date for applications is **Wednesday 19th January**. TRP Research Ltd is an equal opportunities employer.